

November 29, 2005
Case No. GP-303949 (2760/128)
Serial No.: 10/676,211
Filed: October 1, 2003
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SPECIFICATION AMENDMENTS

Please replace the paragraph beginning on line 1 page 7 with the following replacement paragraph, in which no new matter has been added.

Call center 180 is a location where many calls are received and serviced at the same time, or where many calls are sent at the same time. In one embodiment of the invention, the call center is a telematics call center, ~~[[prescribing]]~~ facilitating communications to and from telematics unit 120 in mobile vehicle 110. In another embodiment, the call center 180 is a voice call center, providing verbal communications between a communication services advisor 185 in the call center 180 and a subscriber. In another embodiment, the call center 180 contains each of these functions. In another embodiment, the call center 180 serves as a fully automated response center providing telematics service center data.